

**MINUTES OF THE
PUBLIC UTILITIES AND TECHNOLOGY INTERIM COMMITTEE**
Wednesday, July 16, 2003 – 9:00 a.m. – Rooms 414/416 State Capitol

Members Present:

Sen. Leonard M. Blackham, Senate Chair
Rep. Stephen H. Urquhart, House Chair
Sen. Mike Dmitrich
Sen. Peter C. Knudson
Sen. John L. Valentine
Rep. Sheryl L. Allen
Rep. Chad E. Bennion
Rep. Glenn A. Donnelson
Rep. Brent H. Goodfellow
Rep. Ty McCartney
Rep. Michael E. Noel

Rep. Gordon E. Snow
Rep. Michael R. Styler
Rep. David Ure

Members Absent:

Rep. Ralph Becker
Rep. Greg J. Curtis

Staff Present:

Mr. Richard North, Policy Analyst
Mr. Thad LeVar, Associate General Counsel
Ms. Jennifer Markham, Legislative Secretary

Note: A list of others present and a copy of materials can be found at <http://www.image.le.state.ut.us/imaging/history.asp> or by contacting the committee secretary, Jennifer Markham, at 538-1032.

1. Committee Business

Chair Urquhart called the meeting to order at 9:20 a.m. Rep. Becker was excused from the meeting.

2. Rates and Access for Telecommunication Facilities in the Interstate/Intrastate Rights-of-Way: Policy Discussion

Mr. North distributed and discussed "Wireless in Utah." He also distributed "Utah Code, Title 72, Chapter 7, Part 1, Protection of Rights-of-Way Section 72-7-108. Longitudinal Telecommunications Access in the Interstate Highway System."

Rep. Allen discussed the possibility of forming a subcommittee consisting of representatives from the Committee, providers, and UDOT to review the current access charges and provide a report at the September meeting. Committee discussion followed.

3. Wireless Phone Plan/Billing Practices

Mr. LeVar summarized "Regulation of Wireless Telephone Service Providers" that was included in the mailing packet.

Mr. Russell Sarazen, T-Mobile, responded to questions from committee members regarding wireless provider's billing statements, contracts, and resolution of customer complaints.

Ms. Francine Giani, Director, Division of Consumer Protection, discussed complaints received by customers of wireless service. She indicated that wireless providers are quick to respond to the Division of Consumer Protection and expressed concern that the consumer had to file the complaint.

Mr. Dee Jay Hammon, Chair, Committee of Consumer Services, suggested establishing a rule-making process and assigning it to the Public Service Commission to handle wireless customer complaints.

Ms. Nancy Gibbs, Utah Rural Telephone Association, stressed the importance of developing a procedure where customers can get assistance when it is needed.

Mr. Roger Ball, Committee of Consumer Services, indicated that the PSC can usually resolve conflicts quickly because they deal with mid-level managers that the average customers are unable to contact. He shared his personal experience trying to resolve a complaint with a wireless provider.

Mr. Lowell Alt, Director, Division of Public Utilities, distributed and discussed "Utah Division of Public Utilities Contacts and Complaints" and "Summary Count."

Mr. Lowell Nelson, former representative, shared his personal experience with a wireless provider's customer service.

4. Committee Business/Adjourn

MOTION: Rep. Snow moved to adjourn the meeting at 10:50 a.m. The motion passed, with Rep. Bennion voting in opposition to the motion and Sen. Dmitrich, Sen. Knudson, Sen. Valentine, and Sen. Blackham absent for the vote. Chair Urquhart adjourned the meeting at 10:50 a.m.